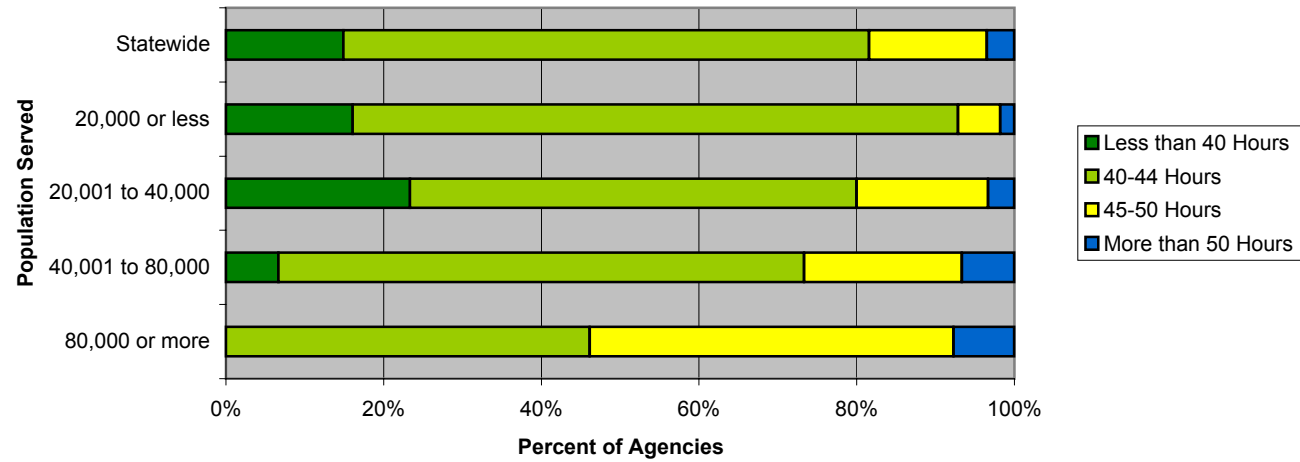
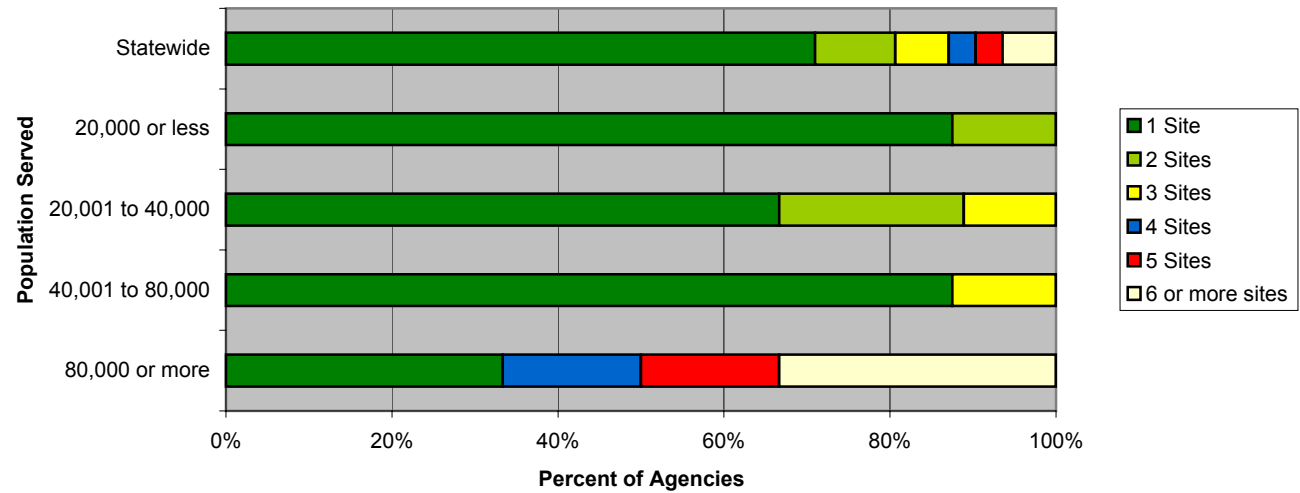


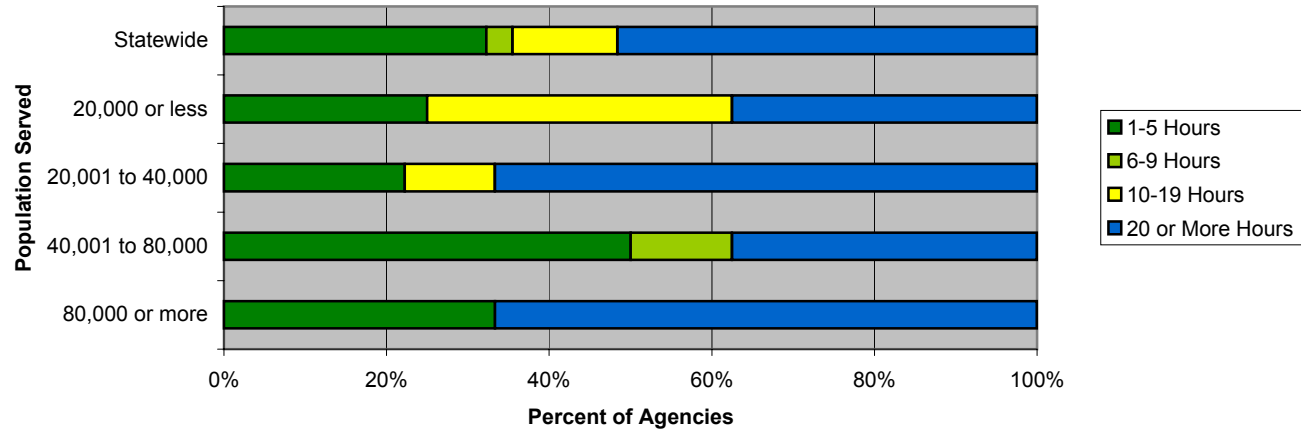
**Hours Per Week Main Facility is Open to Serve Clients - 1.1**



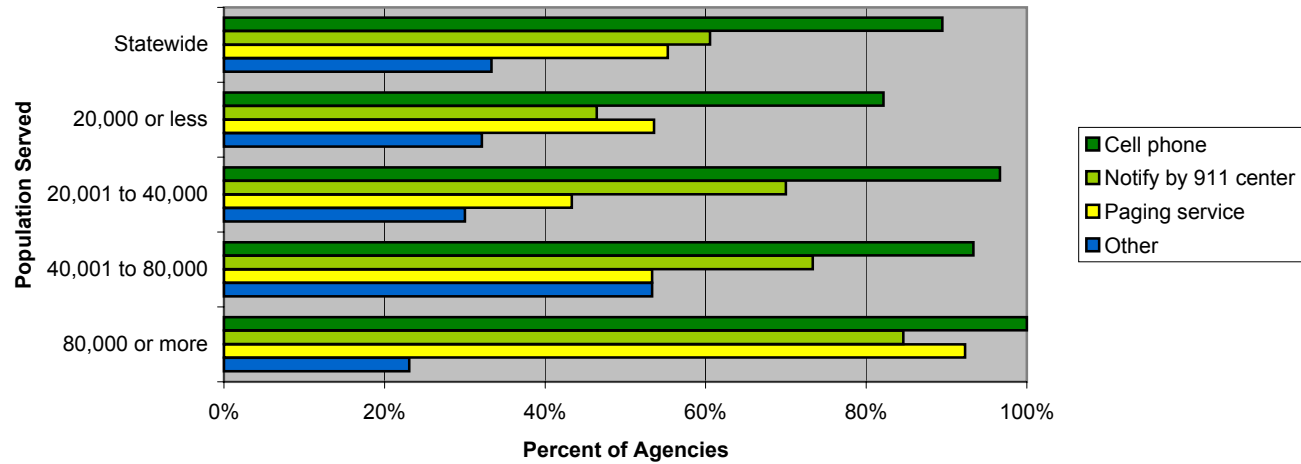
**Number of Branch Offices Reported by 31 Agencies - 1.2.1**



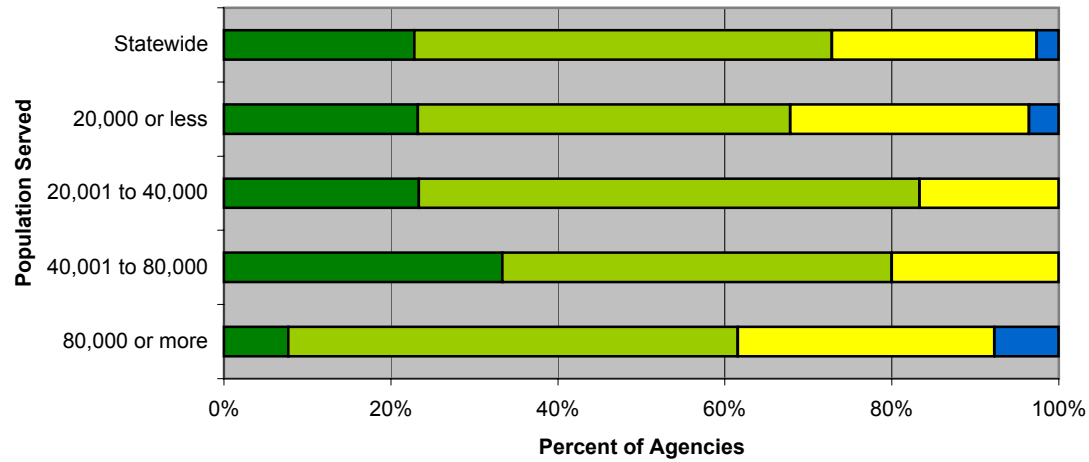
### Hours Per Week Branch Offices Are Open Reported by 31 Agencies - 1.2.2



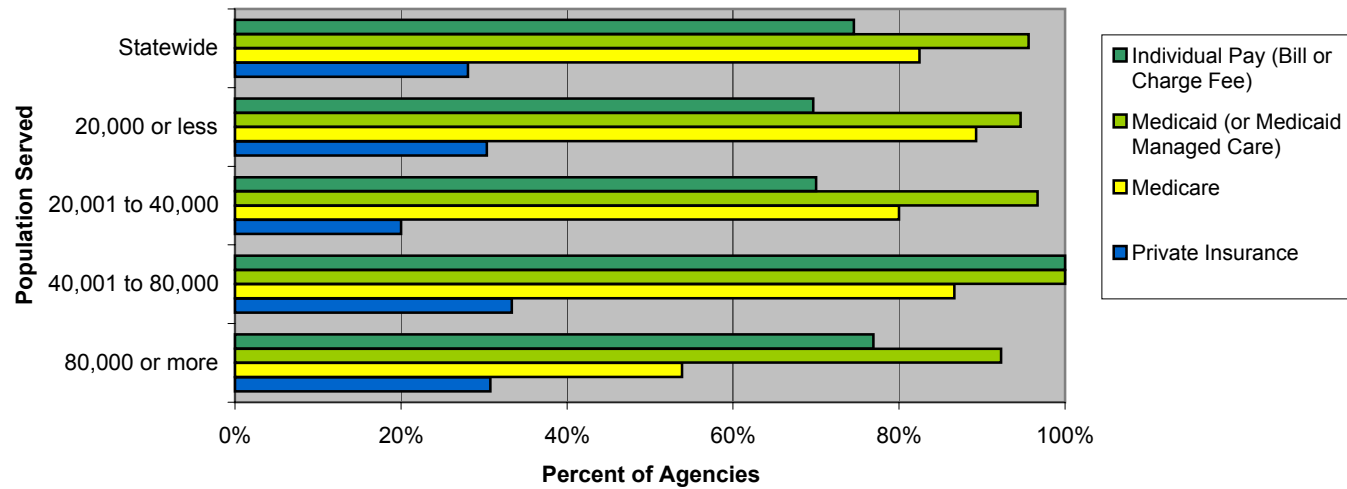
### System to Receive and Respond to Emergencies 24/7 - 1.3.1



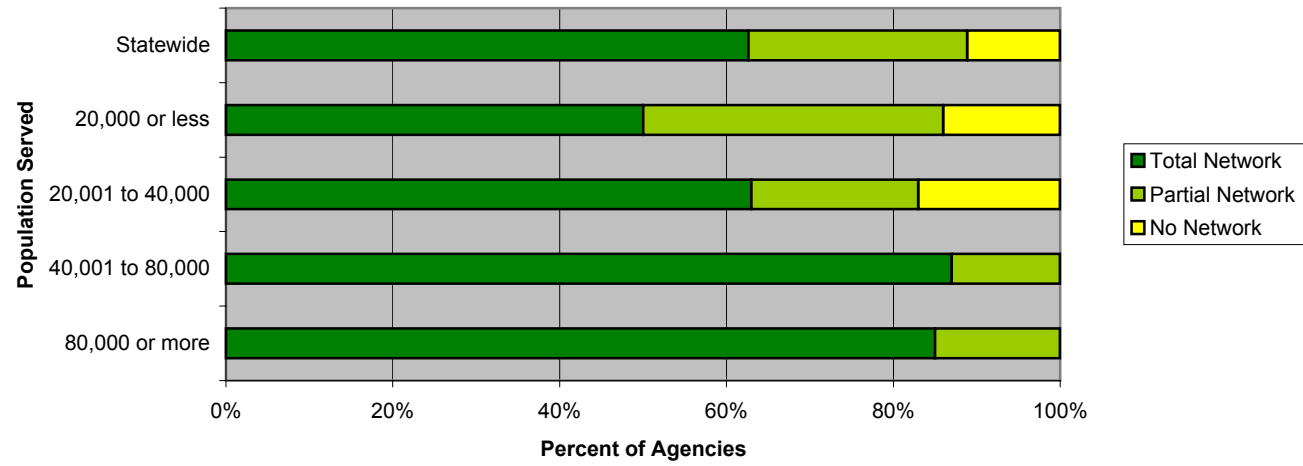
**Percent of Agency's Business Conducted Off-Site - 1.4**



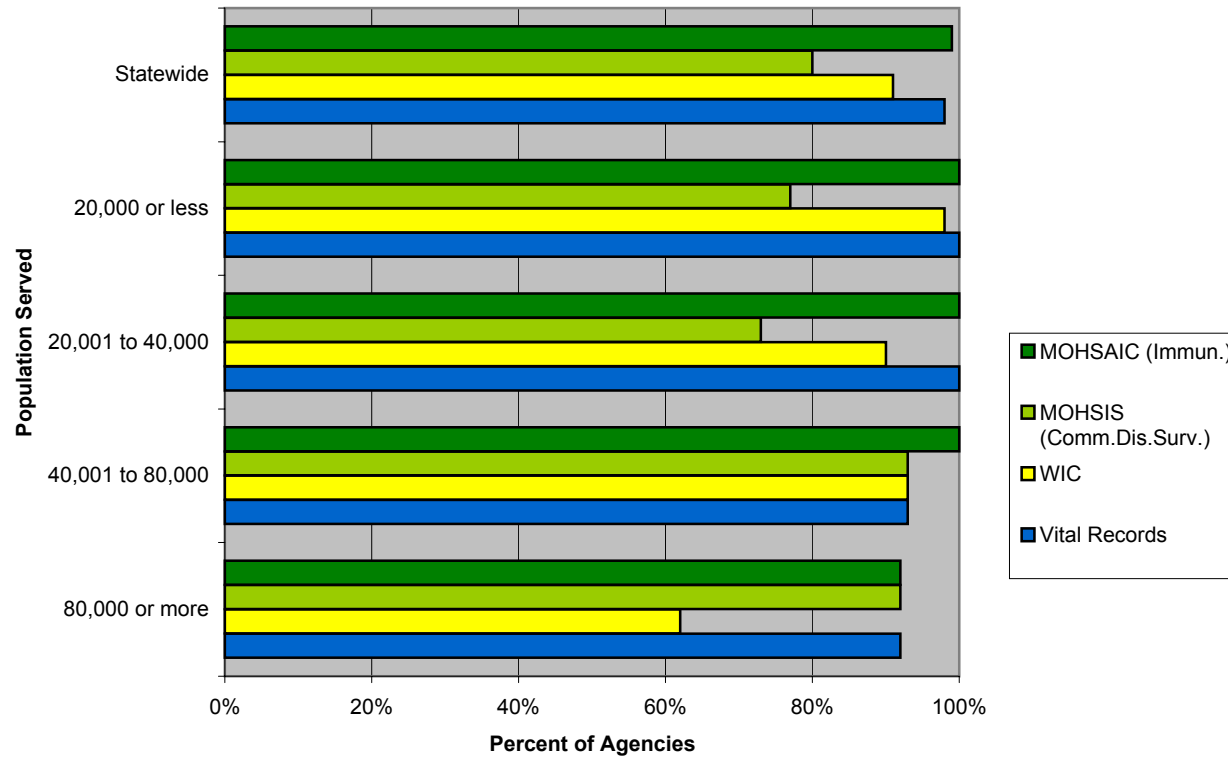
**Agency's Sources of Revenue - 2.1**



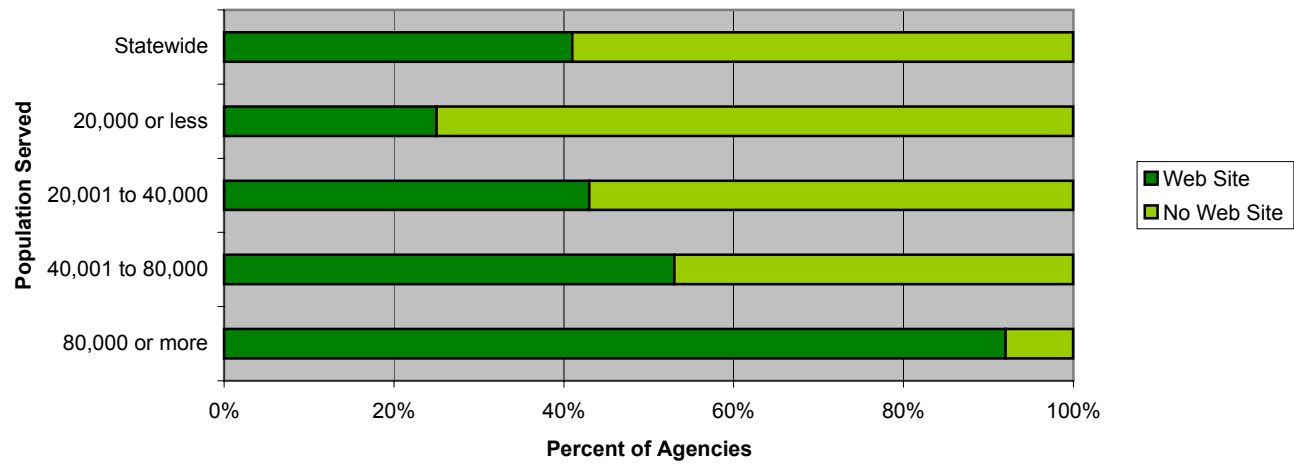
### Agency Computer Network - 3.1



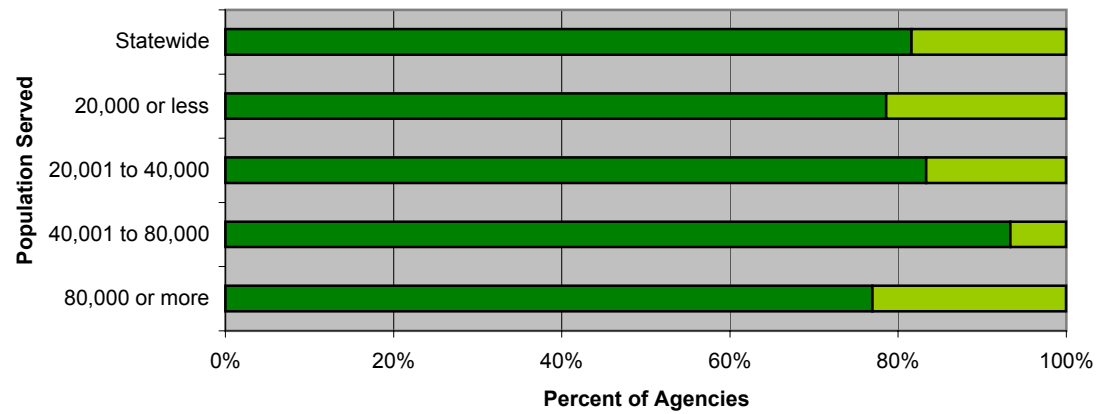
### Agency Uses Technology - 3.4, 3.6, 3.7 & 3.8



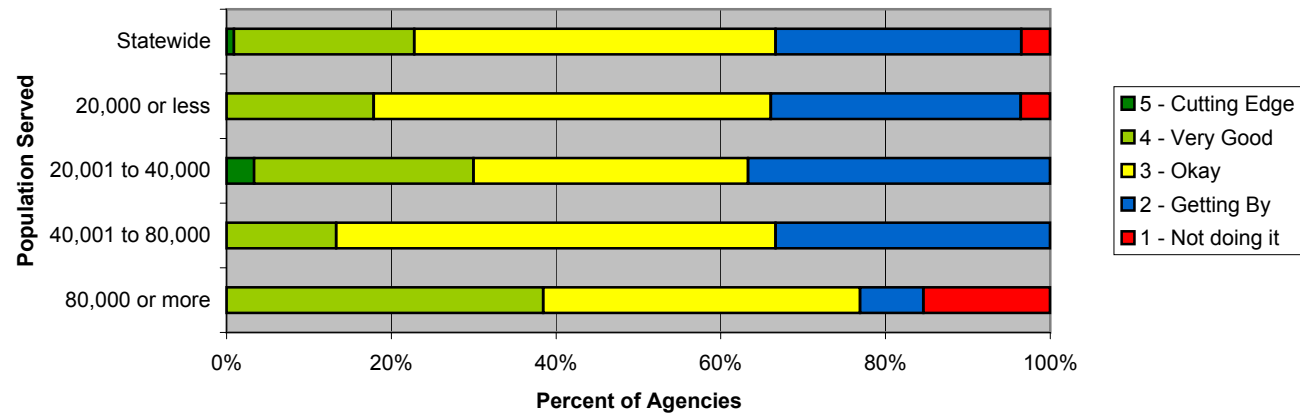
### Agency Has Web Site - 3.9



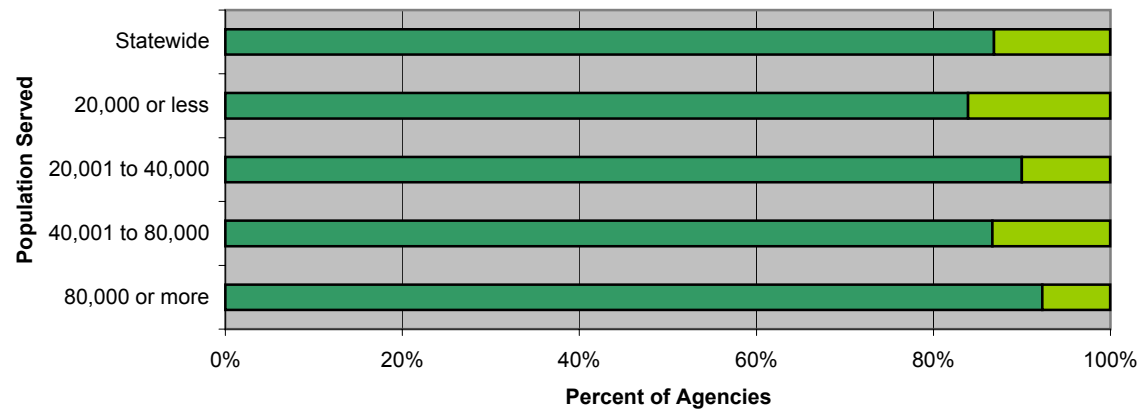
### Agency Has Designated Staff Responsible for Quality Improvement - 4.1



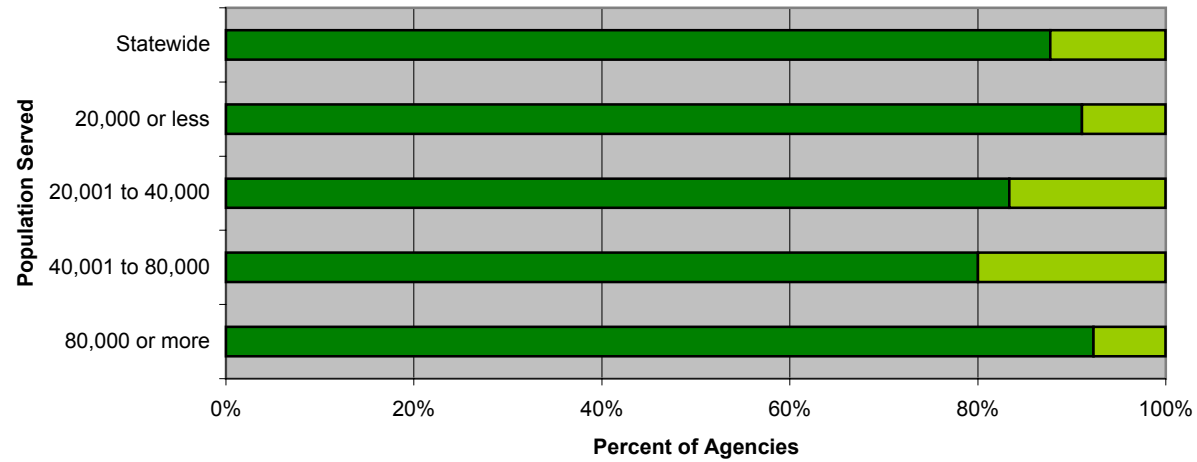
### Agency Capacity to Utilize Quality Management Principles, Methods and Tools Throughout Organization - 4.2



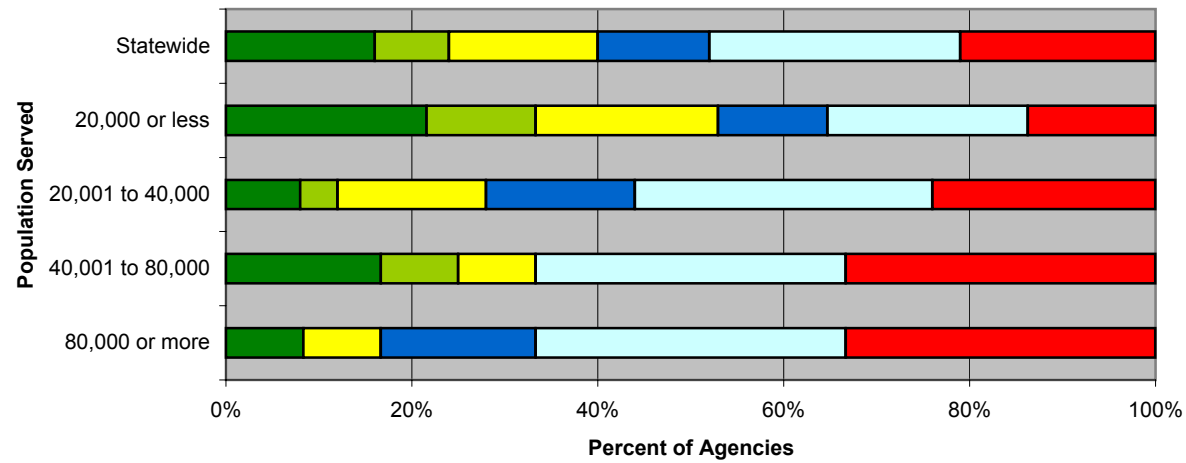
### Agency Incorporates Quality Improvement and/or Customer Service in Employees' Performance Expectations - 4.3



### Agency Has a Strategic Plan - 6.1

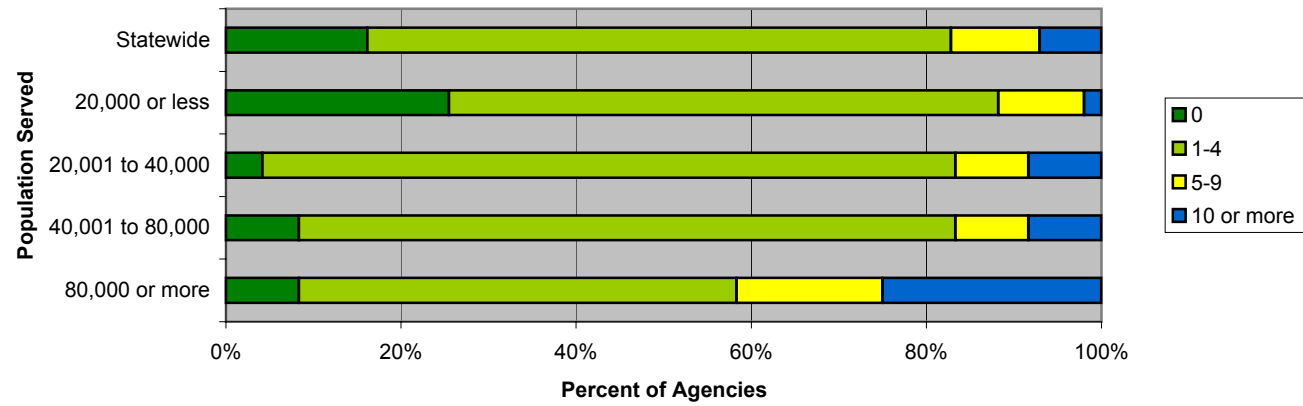


### Agency's Strategic Plan Last Updated - 6.1.1

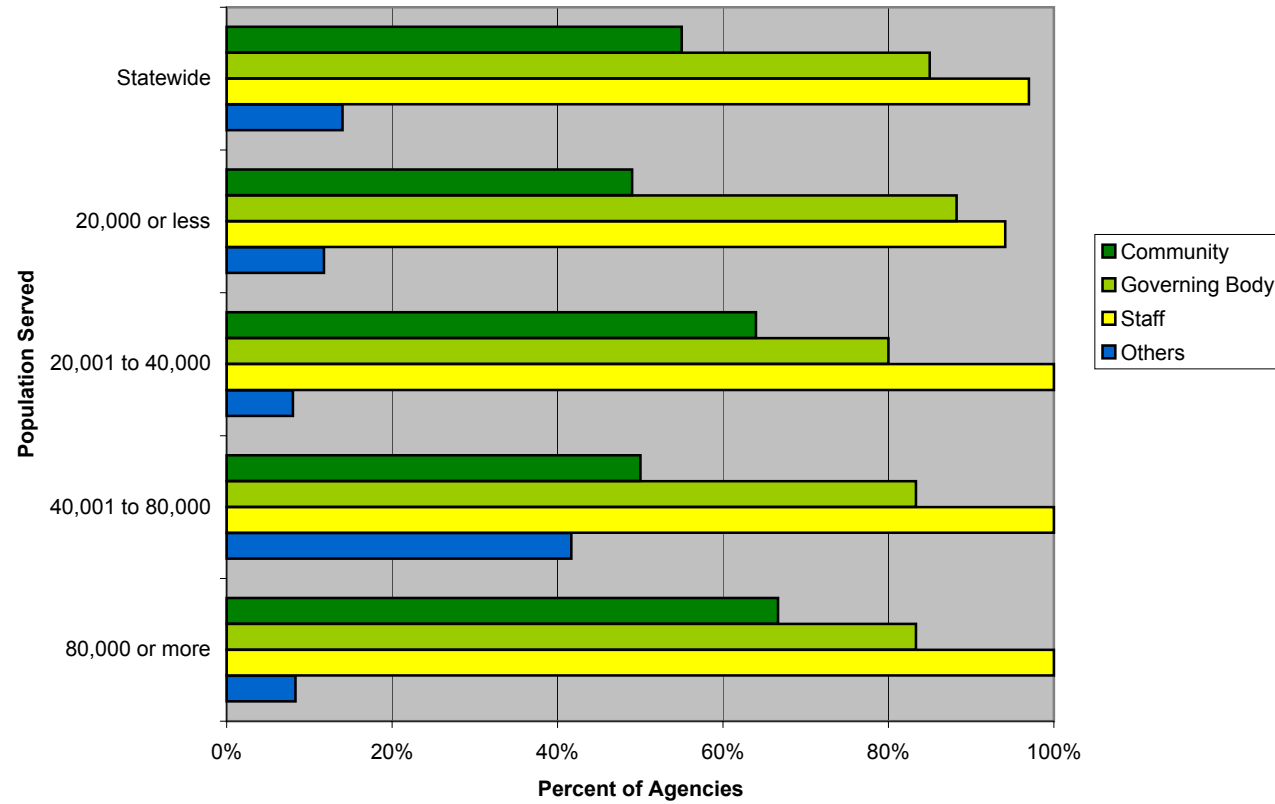




**Times During a Year Strategic Plan is Used - 6.1.2**



### Who Participates in Developing and Revising Agency's Strategic Plan - 6.1.3



### How is Strategic Plan Used - 6.1.4

